

METHOD AND SYSTEM FOR ASSESSING INFORMATION TECHNOLOGY SERVICE DELIVERY

Abstract of the Disclosure

A system and method of assessing the delivery of information technology (IT) service
5 delivery from a providing organization to a customer. The system and method include
techniques for assessing the maturity of the information technology services and for identifying
factors which cause or contribute to a customer's perception of poor service. The present
invention focuses on the customer and what he sees, rather than on the internal processes used by
the IT organization to develop and deliver services to the customer. That is, the present invention
10 is a system which focuses on the "delivery" aspect of IT services rather than on the "production"
aspects of the IT activities within the IT shop.